PARICHAY
FAQ for User

1. I cannot access the Parichay URL.
   Solution
   - Check if entered Parichay URL is correct https://parichay.nic.in/
   - Check if the Parichay URL is getting resolved or not to correct IP Address via DNS (nslookup parichay.nic.in)
   - Try telnet ParichayURL for https port (How to telnet)

2. I am getting a "Service not found" error on login to Parichay.
   Solution
   - Crosscheck Capital and Small letters in the service name
   - Contact to application owner and check if that service is registered with Parichay or not.
   - Application owner list can be found based on the service name. For list, call NIC Support

3. I am getting "Unauthorized access page" error on Parichay?
   Solution
   - The respective application seems to be calling invalid Parichay URL.
   - Try opening https://parichay.nic.in

4. I am getting "Browser Parameter has changed" error on Parichay?
   - On the error page itself, click on the link "Click Fresh Login". This error indicates cookies have been deleted.

5. Even after successful login to the Parichay application, I am getting "user is not authorized to access the application" while accessing certain applications.
   Solution
   - You are not authorized to access the respective application. Kindly contact the application owner

6. I am not receiving OTP on mobile.
   Solution
   - Kindly verify your registered mobile number as shown (first 2 and last 2 digits) on OTP page of Parichay application

- If the mobile number is correct, check whether OTP is received on email or not.
- If yes, there might be some problem with the mobile network.
- If not, kindly contact NIC Support.

7. I am getting multiple redirect error page after successful login.
   Solution
   - There might be some application issue while integrating with Parichay. Kindly contact application owner.

8. I am getting OTP on every login.
   Solution
   - Every time on log in, you are requested to remember the known environment. Click on "Remember my device" to remember that device/ environment.
   - If any of the parameter (IP, Browser Id, orOS) of the environment changes, you will get the OTP.

9. I am being asked password frequently on application (digital or e-office)?
   Solution
   - There are certain applications which maintain their session timeout differently.
   - If session is idle for that time (session timeout), you will be asked to enter password again in order to login back to respective application.

10. I am getting logged out from all application on logging out from a single application.
    Solution
    - This is how SSO works, if you are logging out from any of the application, it implies that you are doing logout forcefully and that is why you will get logged out from all the applications.

11. I want to seeall the devices logged into my Parichay account.
    Solution
    - Open https://parichay.nic.in
    - Go to Settings → Activity → List Devices

- Here, you can view both a list of IP addresses that have accessed it and a list of devices that have used your account.

12. I want to see all the Active/ Inactive sessions logged into my Parichay account.
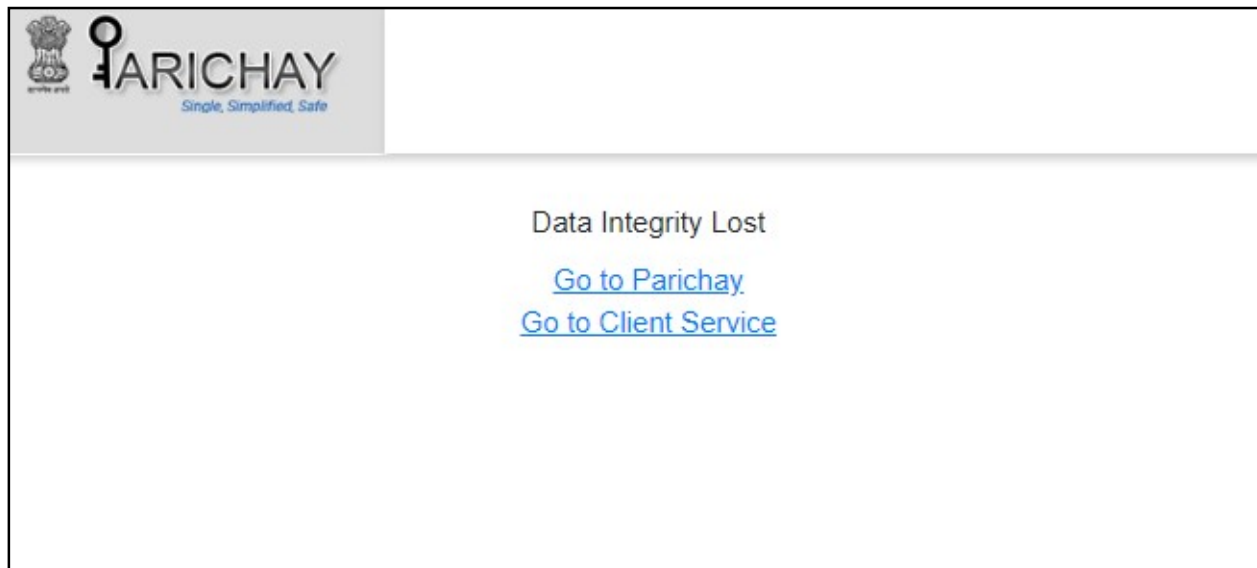   <u>Solution</u>
    - Open https://parichay.nic.in
    - Go to Settings → Account Activity → Recent Activities

13. While accessing Parichay integrated client application I am getting an error Page with message: "Data Integrity Lost".
    <u>Solution</u>

Data Integrity Lost error usually pops up when the Client Application time is not synced with the Standard Time Zone. In that case kindly follow the solution mentioned below:-
    - Report this issue to the Client Application Owner
    - You may approach the Support team (support-parichay@nic.in)

14. While accessing Parichay integrated client application I am getting an error Page with message: "Access Denied". **Solution**

You are not authorized to access the client application, kindly contact the concerned Service Owner.
However, you can access the Parichay dashboard.